

# JOB OPPORTUNITY

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## Relationship Officers: Consumer Lending - Ndola & Solwezi

### Purpose;

The Relationship Officer – Consumer Lending will be responsible for establishing and maintaining positive customer relationships through a suite of new and existing retail banking products. This role is ideal for a driven and energetic individual with a passion for business development and customer acquisition in the consumer banking segment.

### Key Responsibilities;

- Prepare documentation for the creation of risk assets to enhance business office profitability
- Aggressively market the bank's products to drive revenue growth and market share
- Solicit and acquire new customer relationships to grow deposit liabilities
- Reactivate dormant accounts and relationships to improve profitability
- Conduct client visits, calls, and attend business meetings
- Implement marketing strategies and meet assigned targets
- Process data to generate accurate reports and insights
- Facilitate and maintain effective relationships with new and existing customers
- Perform other duties as assigned by the Head of Consumer Lending

### Key Performance Indicators (KPIs):

- Achievement of the approved Consumer Lending Profit Before Tax (PBT) target
- Growth in deposit liabilities and customer base
- Effectiveness in reactivating dormant accounts
- Timeliness and accuracy of reports and documentation

### Skills & Competencies:

- Strong interpersonal and communication skills
- Selling and marketing proficiency
- Customer needs evaluation and solution orientation
- Proactive and self-driven approach
- Technology savvy with good knowledge of the business environment

### Application requirements:

- Minimum of a first degree in a business related field from a recognized University with at least a Credit or better.
- Grade Twelve Certificate with at least Five (05) Credits of better, including Mathematics and English
- Minimum of 2 years' experience in Relationship Management or Marketing within the financial services sector
- Proven credit experience in transaction structuring and credit preparation
- ZAQA verified academic and professional certificates

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### To Apply

United Bank for Africa is an equal opportunity employer. Interested candidates that meet the above job requirements should send their application in a **single document** comprising of detailed Curriculum Vitae, G12, Degree and other copies of professional qualifications to [careers.zambia@ubagroup.com](mailto:careers.zambia@ubagroup.com) by **21<sup>st</sup> November, 2025**.